



am part of the team.

Gregory Drezdzon





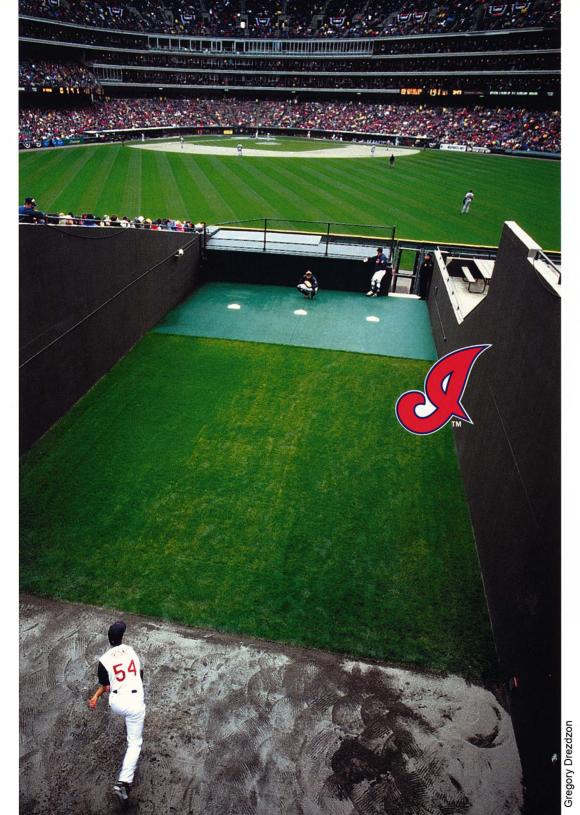
am essential to the celebration.

Gregory Drezdzon



am proud to show support.

Gregory Drezdzon

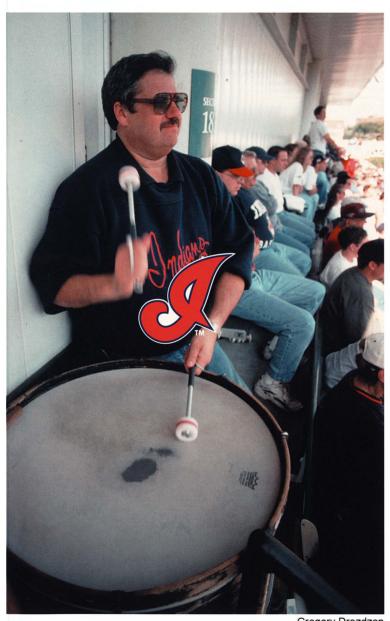


am ready for my opportunity.



am the spark.

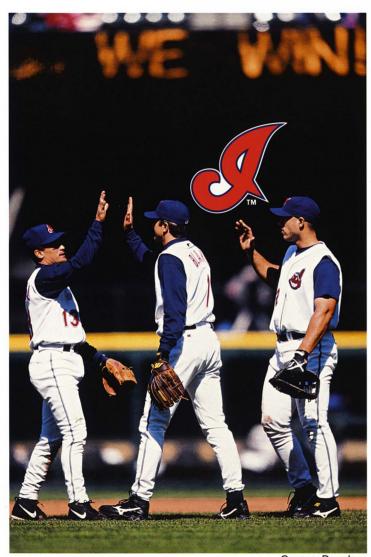
Gregory Drezdzon



am part of a tradition.

Gregory Drezdzon

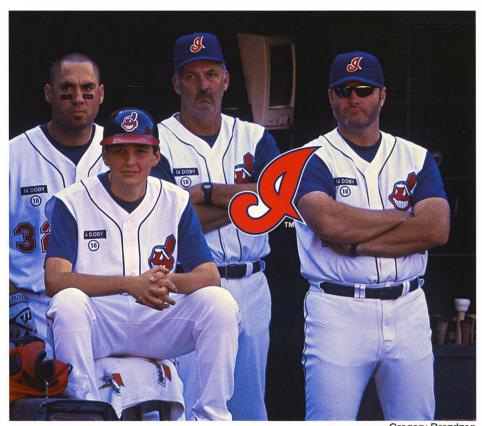




am the difference between winning and losing.

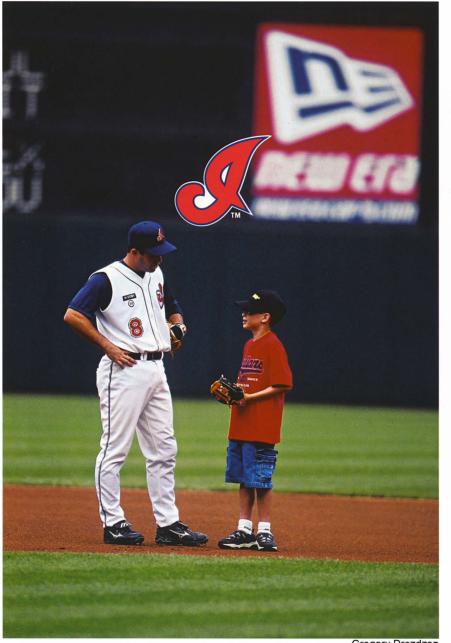


am driven by victory.



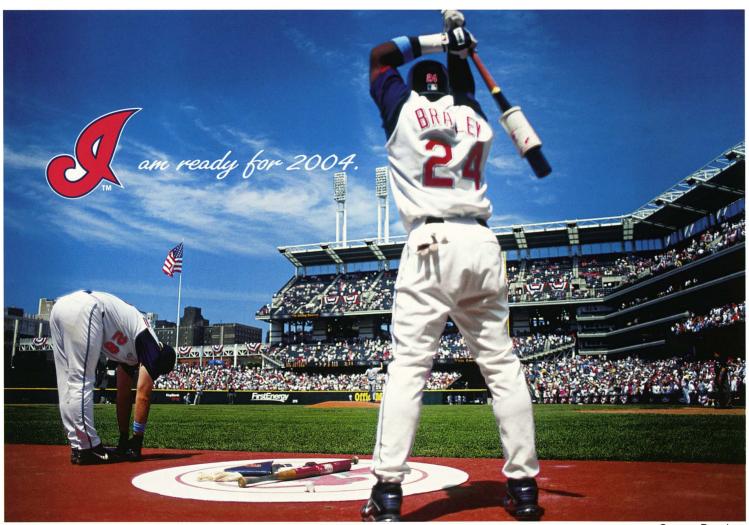
am involved in every pitch.

Gregory Drezdzon



am more than a game.

Gregory Drezdzon



Gregory Drezdzon

# Exclusive Opportunities

# **Opening Day Presale**

Tickets to the Cleveland Indians Home Opener on April 12 vs. the Minnesota Twins will go on sale to the general public on November 28, 2003. As a Season Ticket Holder, you'll have the opportunity to purchase additional tickets the week prior, November 21-24, 2003. To take advantage of this special offer, make your initial deposit or pay in full by November 17, and we will notify you by mail of presale purchasing details.

# **Customer Service Department**

Our newly created Customer Service Department is available to answer your questions daily from 8:30 AM to 5:30 PM, Monday-Friday, and on home game days from 8:30 AM to one-half hour after the game ends. To speak to a Customer Service Team Member, call 216-420-HITS.

#### **Ticket Hotline**

We understand that your time is valuable. If you need to purchase additional single-game tickets during the season, rent a Suite, or plan a group outing, you'll be able to call the Ticket Hotline and have your request handled quickly and efficiently.

# **Fun Money**

Our Customer Service Department can help facilitate your purchase of FUN MONEY, Cleveland Indians gift certificates that can be used at Jacobs Field or any Indians Team Shop for the purchase of food, beverages, and merchandise (not redeemable in Suites or Terrace Club).

### **Parking**

Make your trip to an Indians game hassle-free, and save money on parking. Reserve your spot in the Gateway East Parking Garage, the closest garage to Jacobs Field, by purchasing an Indians Season Ticket Holder 2004 Parking Pass at a preferred rate. Purchase a parking pass, and receive \$2 off the current published daily parking rate. The Gateway East Parking Garage is located between Huron Road and Bolivar Avenue on East Ninth Street. Parking passes are valid for all 81 home games.

# **Terrace Club Membership**

Enjoy luxury dining and an upscale lounge with unparalleled service and a spectacular view of Jacobs Field at the Terrace Club. Your private membership is ideal for entertaining clients, family, and friends, making every visit to Jacobs Field memorable and unique. An array of menus and theme nights promise to deliver a unique baseball experience that will transform your daily ballpark fare into a fine dining experience.

# **Relocation and Additional Seat Open House**

# **Relocating Your Current Seats**

As a loyal Season Ticket Holder, you may have the opportunity to upgrade to a better seat location in 2004. Make your reservation to attend the Early Relocation Open House December 3-7 by filling out the enclosed form and sending it with your initial payment, or reserve your space online at Indians.com. You must make your reservation for the Open House by November 17 and your initial 33-1/3% payment must be received by November 17, 2003. An Indians Customer Service Team Member will confirm your reservation via phone or e-mail. When you arrive at Jacobs Field, you'll have the opportunity to walk through the ballpark and select your new seat locations, based on availability.

# **Adding Seats to Your Account**

If you'd like to add new seats to your account, we encourage you to attend the Relocation Open House December 3-7 to select your new seats from those available.

# Payment Methods

#### Mail

Mail the enclosed invoice with your initial installment or payment in full. We will then send you an invoice for any balance on your account.

#### **Credit Card Debit**

Return the Automatic Credit Card Payment Form along with your invoice, and we'll do the rest! Be sure to designate which payment plan you've chosen and sign the form to authorize automatic credit card charges, and you'll avoid the hassle of additional invoices.

### Online at Indians.com

Log onto the secured Season Ticket Holder site at Indians.com. Click on Season Ticket Renewals. You will need your Season Ticket account number and order number, which are located on your 2004 Renewal Invoice.

#### Fax

Fax your invoice and any applicable renewal forms along with credit card charge authorization to 216-420-4481.

#### In-Person

Bring your invoice and any applicable renewal forms, along with a check or credit card authorization, to the Cleveland Indians Executive Offices at 2401 Ontario Street, Cleveland, OH, Monday – Friday, 9 AM – 5 PM.

# MBNA Financing Option

A limited-time offer exclusive to Season Ticket Holders. Apply for an MBNA VIP Indians Season Ticket Holder Mastercard, the preferred credit card of the Cleveland Indians. If approved, you'll be able to charge your Season Tickets interest-free for six months. See the enclosed MBNA offer for complete details.

# Season Ticket Payment Plans

The Indians offer three payment plans to meet your financial planning needs. Select the plan that works best for you, and follow the easy renewal instructions below.

#### **Grand Slam - PAY IN FULL**

Make your initial 33-1/3% payment by November 17, 2003, AND be one of the first 2004 customers to pay in full no later than December 19, 2003, to receive an Omar Vizquel Autographed Commemorative Bat.

# Home Run - 3 Installments

You will be invoiced three times, each for one-third of your plan total.

Monday, November 17, 2003 First Installment Due Friday, January 16, 2004 Second Installment Due Friday, February 13, 2004 Final Installment Due

# Triple – Automatic Credit Card Payment Plan New for 2004!

Don't worry about missing your payment date! Sign up for automatic credit card payments on the enclosed form, and we'll make paying for your Indians Season Tickets hassle-free. Make an initial down payment of 33-1/3% on or before the deadline of November 17, 2003, and pay for the remaining balance of your tickets through automatic credit card charges. Your one-time authorization will activate an automatic process to charge your credit card according to this schedule:

1/3 on Monday, November 17, 2003 (initial installment charged to your credit card) 1/3 on Friday, January 16, 2004 (second installment charged to your credit card) 1/3 on Friday, February 13, 2004 (final installment charged to your credit card)

# **Double – Automatic Credit Card Payment Plan**

Be one of the first 2004 accounts to pay in full no later than December 19, 2003, and receive your Omar Vizquel Autographed Commemorative Bat.

1/3 on Monday, November 17, 2003 (initial installment charged to your credit card) 2/3 on Friday, December 19, 2003 (final installment charged to your credit card)

# 81-Game Season Ticket Holder Benefits

As an Indians 81-Game Season Ticket Holder, you are entitled to significant benefits, which include:

- The best seat locations at Jacobs Field
- Unused Ticket Exchange Dates
- Ability to sell your tickets to games you can't attend on our Internetbased Ticket Marketplace
- Opportunity to purchase preferredrate parking at the closest garage to Jacobs Field
- Opportunity to purchase a Terrace Club Membership, entitling you to fine dining before and during the game
- Ability to apply for and charge your Season Tickets to a new MBNA VIP Indians Season Ticket Holder Mastercard® and not have to pay for your tickets for six months, interest-free
- Internet-based payment options that are hassle-free
- 20% discount coupon good at Indians Team Shops
- Free Monthly Game Face programs
- Free Media Guide
- e-Mail newsletters, updating you on the latest Tribe activities
- Post Season priority seating

# In 2004, We've Added the Following Benefits to All Full Season Packages: Ticket Price Reduction

2004 Fan Loyalty Reward. The Cleveland Indians want to thank you, our most loyal fans, for continuing your Season Ticket commitment by offering you a \$2 price reduction off the single-price ticket for every game in your 2004 Season Ticket Package. This Fan Loyalty Reward is a savings of \$162 per seat in your renewal package. If you would like to purchase additional tickets, you will receive \$1 off per ticket, per game for every new ticket purchased in 2004.

### A 10th Anniversary Omar Vizquel Autographed Commemorative Bat

If you are one of the first 2004 customers to renew your Full Season Ticket Package for the 2004 Season and pay in full by December 19, 2003, Indians Shortstop Omar Vizquel will send you a personally autographed Limited-Edition 10th Anniversary Commemorative Bat.

#### **Ticket Presale Access**

As a Season Ticket Holder, you'll have the opportunity to purchase single-game tickets prior to the posted general public on-sale date for both the Indians Home Opener and all Regular Season games.

#### **Exclusive Events**

Nearly 5,000 Season Ticket Holders and their families enjoyed an interactive day of family fun at Field Day '03 where you met Indians players, had your photos taken on the field, and received honorary contracts from Indians ownership and management. As a Season Ticket Holder, you'll be invited to Field Day '04 and other events created specifically for you, our most valued customers.

#### **Jacobs Field Tours**

As a Season Ticket Holder, you and a guest will have the opportunity to attend a Behind-The-Scenes Tour of Jacobs Field during the 2004 Season.

#### e-TribeTalk

Indians Season Ticket Holders receive an exclusive version of e-TribeTalk that provides you with player features, special promotions, and previews of upcoming events.

#### Season Ticket Holder Section on Indians.com

Manage your Season Ticket account on Indians.com. This secure site gives you access to special benefits and promotions; the ability to purchase additional single-game tickets; Ticket Marketplace, where you can sell tickets to games you can't attend; and photos from Season Ticket Holder events.

www.indians.com/seasontickets

If you need to change your address, phone number, or contact person on your account, please make the changes on your invoice. PLEASE NOTE: The specific SEASON TICKET ACCOUNT NAME CANNOT BE CHANGED without the approval of the Cleveland Indians. The Account Holder of Record must submit any account changes made during the season to the Cleveland Indians in writing.

#### Do We Have Your Current e-Mail Address?

If we don't have your current e-mail address, be sure to include it on the renewal forms or handwrite it on your invoice. We will use your e-mail address to keep you informed of special promotions and offers exclusive to Season Ticket Holders.

# **Ticket Distribution and Pickup**

If you would like to pick up your tickets at Jacobs Field, please call the Cleveland Indians Customer Service Department at 216-420-HITS by February 15, 2004. Otherwise, the tickets will be mailed to the address on your account.

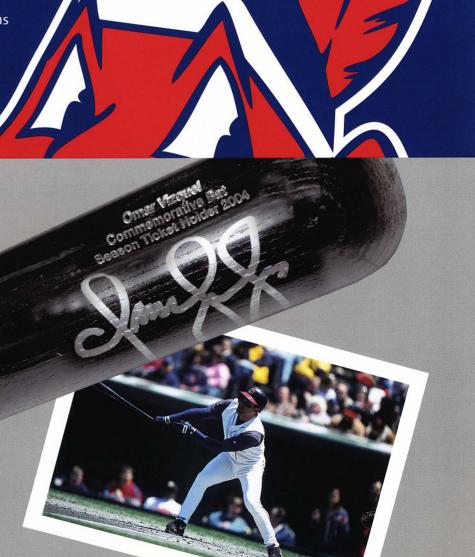
Thank You for Your Support of Indians Baseball.



to pay in full by December 19, 2003, will receive a Limited-Edition 10th Anniversary Bat signed by Omar Vizquel.

\*Full Season Ticket Holders of record only.





**Account Changes** 

If you need to change your address, phone number, or contact person on your account, please make the changes on your invoice. PLEASE NOTE: The specific SEASON TICKET ACCOUNT NAME CANNOT BE CHANGED without the approval of the Cleveland Indians. The Account Holder of Record must submit any account changes made during the season to the Cleveland Indians in writing.

### Do We Have Your Current e-Mail Address?

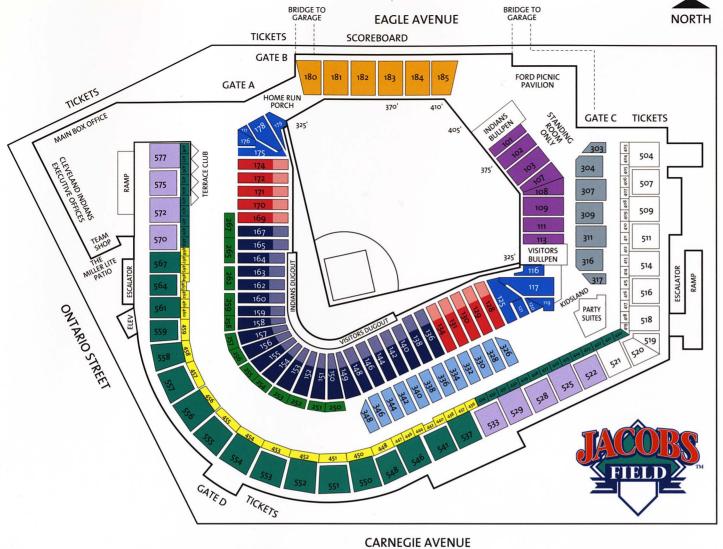
If we don't have your current e-mail address, be sure to include it on the renewal forms or handwrite it on your invoice. We will use your e-mail address to keep you informed of special promotions and offers exclusive to Season Ticket Holders.

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Thank You for Your Support of Indians Baseball.





2003 Season and Single Game	2004 Single Game	2004 Season Renewal	2004 Season New Ticket	4
\$45/\$50	SOLD OUT	\$43/\$48	\$44/\$49	DIAMOND BOX
\$40	\$40	\$38	\$39	FIELD BOX
\$27	\$27	\$25	\$26	BASELINE BOX
\$25	\$25	\$23	\$24	LOWER BOX
\$27	\$27	\$25	\$26	INFIELD LOWER BOX
\$20	\$15	\$13	\$14	MEZZANINE SEATING
\$27	\$27	\$25	\$26	VIEW BOX
\$25	\$20	\$18	\$19	CORNER LOWER BOX
\$19/\$21	\$19	\$17	\$18	UPPER BOX
\$12	\$12	\$10	\$11	BLEACHERS
\$10	\$10	\$8	\$9	UPPER RESERVED

	100					ř
SUN	MON	TUE	WED	THU 1	FRI 2	SAT 3
AP 4	RIL 5	6	7	8	9	10
	MIN	6 MIN	7 MIN	KC	KC	KC
11 KC	12 MIN 3:05	13	MIN	MIN	DET	DET
18 DET	DET	KC	KC KC	KC	DET	24 DET
25 DET	26	27 CWS	28 CWS	29	BAL	
SUN	MON	TUE	WED	THU	FRI	SAT
M	AY					1 BAL
2 BAL	3 BOS	4 BOS	5 BOS	6 BOS	7 BAL	8 BAL
9 BAL	10 BOS	11 BOS	12 BOS	13	14 TB	15 TB
16 TB	17 CWS	18 CWS	19 CWS	20	21 TB	22 TB
00	24	25	26	27	28	29
TB OAK	31	SEA	SEA	SEA	OAK	OAK
SUN	MON	TUE	WED	THU	FRI	SAT
JU	NE	1 TEX	TEX	3 ANA	<sup>4</sup> ANA	5 ANA
6 ANA	7	<sup>8</sup> FLA	9 FLA	FLA	MTL	MTL
13 MTL	14	15 NYM	16 NYM	17 NYM	18 ATL	19 ATL
20 ATL	21 CWS	22 CWS	23 CWS	24 CWS	25 COL	26 COL
27 COL	28	29 DET	30 DET			
SUN						200000
TTT	MON	TUE	WED	THU 1	FRI 2	SAT 3 CIN
JU 4	LY 5	6	7	1 DET	<sup>2</sup> CIN	CIN
4 CIN	LY 5 TEX	6 TEX	7 TEX	DET  8 TEX	2	3 CIN 0AK
CIN 11 OAK	LY  TEX  12  ALL-S	6 TEX 13 STAR BE	7 TEX 14 REAK	DET  8 TEX	CIN OAK 16 SEA	CIN OAK 17 SEA
CIN OAK 18 SEA	LY  TEX	6 TEX	7 TEX 14 REAK 21 CWS	DET  8 TEX	CIN 9 OAK 16 SEA 23 KC	3 CIN 0AK
CIN OAK 18 SEA	LY  5 TEX  12 ALL-5	6 TEX 13 STAR BF	7 TEX 14 REAK	DET  TEX  SEA	CIN 9 OAK 16 SEA 23 KC	CIN 10 OAK 17 SEA
4 CIN 11 OAK 18 SEA 25 KC	TEX  TEX  12  ALL-S  19  ANA  26  DET	6 TEX 13 STAR BE 20 ANA 27 DET	7 TEX 14 REAK 21 CWS 28 DET	DET  TEX  SEA  CWS  22  CWS	CIN  OAK  16 SEA  CON  KC	3 CIN 10 OAK 17 SEA 24 KC
4 CIN 11 OAK 18 SEA	TEX  TEX  12  ALL-S  19  ANA  26  DET	6 TEX 13 STAR BE 20 ANA 27 DET	7 TEX 14 REAK 21 CWS 28 DET	1 DET 8 TEX 15 SEA 22 CWS 29	CIN  OAK  16 SEA  23 KC	3 CIN 10 OAK 17 SEA 24 KC
CIN  11 OAK 18 SEA 25 KC	TEX  TEX  12  ALL-S  19  ANA  26  DET  MON  2  TOR	TUE	7 TEX 14 REAK 21 CWS 28 DET	1 DET  8 TEX 15 SEA 22 CWS 29 THU 5 TOR	CIN OAK	3 CIN 10 OAK 17 SEA 24 KC 31 KC
4 CIN 11 OAK 18 SEA 25 KC SUN 1 KC 8 CWS	TEX  TEX  12  ALL-S  19  ANA  26  DET  MON  2  TOR  9  CWS	TUE 3 TOR	7 TEX 14 REAK 21 CWS 28 DET WED 4 TOR	1 DET 8 TEX 15 SEA 22 CWS 29	2 CIN 9 OAK 16 SEA 23 KC 30 KC	3 CIN 10 OAK 17 SEA 24 KC 31 KC
4 CIN 11 OAK 18 SEA 25 KC SUN 1 KC 8 CWS	LY  TEX  12  ALL-S  19  ANA  26  DET  MON  2  TOR  9  CWS  16  TEX	13 13 13 13 14 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16	7 TEX 14 IEAK 21 CWS 28 DET WED 4 TOR 11 TOR 18 TEX 25	1 DET  8 TEX  15 SEA  22 CWS  29  THU  5 TOR  12 TOR  19	CIN  OAK  16 SEA  XC  30 KC  FRI  6 CWS  13 MIN  20 MIN	OAK 17 SEA 24 KC 31 KC SAT 7 CWS 14 MIN 21 MIN
4 CIN 111 OAK 118 SEA SUN 1 KC 8 CWS 15 MIN 222 MIN	5 TEX 5 12 ALL-S-26 DET 26 MON 27 TOR 9 CWS 16 TEX 23 NYY	TIEX 13 13 20 ANA 27 DET  TUE 3 TOR 10 TOR 17 TEX 24 NYY	7 TEX 14 REAK 21 CWS 28 DET WED 4 TOR 11 TOR 18 TEX	1 DET  8 TEX  15 SEA  22 CWS  29  THU  5 TOR  12 TOR  19	2 CIN 9 OAK 16 SEA 23 KC 30 KC	3 CIN 10 OAK 17 SEA 24 KC 31 KC
4 CIN 11 OAK 18 SEA 25 KC SUN 1 KC 8 CWS	LY  TEX  12  ALL-S  19  ANA  26  DET  MON  2  TOR  9  CWS  16  TEX	13 13 13 13 14 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16	7 TEX 14 IEAK 21 CWS 28 DET WED 4 TOR 11 TOR 18 TEX 25	THU  TOR  TOR  TOR	CIN  OAK  16 SEA  XC  30 KC  FRI  6 CWS  13 MIN  20 MIN	3 CIN 10 OAK 17 SEA 24 KC 31 KC SAT 7 CWS 14 MIN 28 CWS
4 CIN 111 OAK 118 SEA 118 SEA 11 KC 11 KC 12 MIN 12 MIN	5 TEX 5 12 ALL-S-26 DET 26 MON 27 TOR 9 CWS 16 TEX 23 NYY	TUE  TUE  TOR  TOR  TTEX  13  20  ANA  TOR  TOR  17  TOR  17  TEX  24  NYY  31	7 TEX 14 IEAK 21 CWS 28 DET WED 4 TOR 11 TOR 18 TEX 25	THU  TOR  TOR  TOR	2 CIN 9 OAK 16 SEA 23 KC 330 KC FRI 6 CWS 13 MIN 20 MIN 27 CWS	3 CIN 10 OAK 17 SEA 24 KC 31 KC SAT 7 CWS 14 MIN 28 CWS
4 CIN 11 OAK 18 SEA 25 KC SUN 1 KC 8 CWS 15 MIN 29 CWS	LY  TEX  12  ALL-S  ANA  26  DET  MON  TOR  9  CWS  16  TEX  30  MON  MON  PT/C	TUE  TUE  TOR  TEX  TOR  TOR  TOR  TY  TEX  TOR  TOR  TOR  TOR  TOR  TOR  TOR  TEX  TOR  TOR  TOR  TOR  TOR  TOR  TOR  TO	7 TEX 14 MEAK 21 CWS 28 DET WED 4 TOR 11 TOR 18 TEX 25 NYY WED 1 NYY	THU STORM 19 CONTROL OF THU ST	2 CIN 9 OAK 16 SEA 23 KC SWS 13 MIN 27 CWS UGU	3 CIN 10 OAK 17 SEA 24 KC 31 KC SAT 7 CWS 14 MIN 28 CWS ST
4 CIN 11 OAK 18 SEA SEA 225 KC SUN 1 KC 8 CWS 15 MIN 22 MIN 29 CWS SUN SEI 5 ANA	LY 5 TEX 12 ALL-5 19 ANA 26 DET  MON 2 TOR 9 CWS 16 TEX 23 NYY 30	TUE  TUE  TOR  TEX  TOR  TOR  TOR  TY  TEX  TOR  TOR  TOR  TOR  TOR  TOR  TOR  TEX  TOR  TOR  TOR  TOR  TOR  TOR  TOR  TO	7 TEX 14 REAK 21 CWS 28 DET 4 TOR 11 TOR 18 TEX 27 NYY	1 DET 8 TEX 15 SEA 22 CWS 29 THU 5 TOR 19 26 CWS A1	2 CIN 9 OAK 16 SEA 23 KC 330 KC FRI 6 CWS 13 MIN 27 CWS UGU	3 CIN 10 OAK 17 SEA 24 KC 31 KC SAT 7 CWS 14 MIN 28 CWS ST 14 OAK 11 OAK 11 OAK 11 OAK 11 OAK
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4 CIN 11 OAK 18 SEA SEA 225 KC SUN 1 KC 8 CWS 15 MIN 22 MIN 29 CWS SUN SEI 5 ANA	TEX  TEX  12 ALL-S- 19 ANA  26 DET  MON  9 CWS  16 TEX  27 TOR  9 CWS  23 NYY 30	TUE 3 TOR 10 TOR 17 TEX 24 NYY TUE 27 NYY TUE 7 SEA 14	7 TEX 14 HEAK 21 CCWS 28 DET 1 TOR 15 TOR 18 TEX 25 NYY WED 1 NYY 8 SEA 15	1 DET   8 TEX   15 SEA   22 CWS   29   THU   5 TOR   19   26 CWS   A1   THU   2 NYY   9   16 DET   16 DET	2 CIN 9 OAK 16 SEA 23 C SEA 23 OKC SEA 24 C SEA 25 OKC SEA 26 CWS SEA 27 C WS SEA 27 C WS SEA 27 C WS SEA 27 C WS SEA 27 C SEA 27	3 CIN 10 OAK 17 SEA 24 KC 31 KC SAT 7 CWS 14 MIN 28 CWS ST
4 CIN 11 OAK 18 SEA 225 KC SUN 1 KC 8 CWS 15 MIN 22 MIN SEI 5 ANA 12 OAK	MON 26 DET 16 TEX 30 MON 27 TEX 30 MON 20 DET 20 DE	TUE 33 TOR 10 TOR 17 TEX 14 NYY TUE 14 NYY TUE 17 SEA 14 DET 21 18 TEX 19 TEX 1	7 TEX 14 14 12 CWS 28 DET 4 TOR 11 TOR 18 TEX 25 NYY 8 SEA	1 DET 8 TEX 15 SEA 22 CWS 29 THU 5 TOR 12 TOR 19 26 CWS A1 THU 2 NYY 9	2 CIN 9 OAK 16 SEA 23 KC 330 KC FRI 6 CWS 13 MIN 27 CWS UGU	3 CIN 10 OAK 17 SEA 22 KC 31 KC SAT 7 CWS 14 MIN 28 CWS ST 11 OAK 11 OAK 11 KC

HOME AWAY

EAST 9TH STREET